

- Bills are mailed the 1<sup>st</sup> week of every month. Payments must be received before 5:00 p.m. on the 21<sup>st</sup> of the month to be considered on time. (If the 21<sup>st</sup> of the month falls on the weekend or a holiday, then the due date is the next business day.)
- A 20% penalty is applied to the unpaid balance on the account after the due date. Failure to receive a bill does not exempt you from a late fee. To ensure that no penalties are assessed against your account, sign up for the City's Direct Debit Payment Program ([126-Payment Options.pdf](#)).
- A past due notice is sent out for balances 30 days past due over \$100.00 after the penalties are applied. This is due the 1<sup>st</sup> of the month.
- A shut-off notice is placed on the residence if the past due notice is not paid for balances in excess of \$100.00 or more that are 60 days past due. If the shut-off notice is not paid in full by 5:00 p.m. on the due date, the water service will be terminated as soon as possible. If water is terminated for failure to pay, a \$100.00 reinstatement fee will be assessed to the account and must be paid in addition to the shut-off amount for service to be reconnected. Water will not be turned back on until payment is made in full at City Hall. An adult 18 years or older must be on premises before service can be resumed. Water will not be turned back on after office hours. Failure to receive a past due notice or monthly bill does not excuse the reinstatement fee.
- A \$35.00 service charge is applied per item that is returned and not honored by our bank. Each account is then subject to immediate shut-off.